

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:

Case: 05-0398

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): BASIM A ESMAIL DBA EXTRA VALUE LIQUORS

Against (Utility name): ~~SBC~~ Illinois Bell Telephone Company

As to (Reason for complaint) SBC TRANSFERRED MY CORPORATE # 630 420-9600

INTO A DISGRUNTLED EMPLOYEE'S PERSONAL NAME IN A NEGLIGENT
MANNER WITH NO PERMISSION OR AUTHORIZATION. THEY REFUSE
TO CORRECT SIMPLE ERROR
in NAPERVILLE Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1118 JOHNSON DR. NAPERVILLE, IL 60540

The service address that I am complaining about is 1550 N. RT 59, NAPERVILLE, IL 60563

My home telephone is [630] 369-3363

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [630] 369-3363 or 630 986-6331

(Full name of utility company) SBC (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

TRANSFERRING PHONE NUMBER FROM CORPORATION TO
EMPLOYEE WITHOUT PRIOR VERBAL OR WRITTEN PERMISSION
OF OWNER OF CORPORATION
SBC HAS ADMITTED ERROR BUT REFUSES TO
CORRECT IT.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

SBC TRANSFERRED THE PHONE # 630 420-9600 FROM EXTRA VALUE LIQUORS, A CORPORATION REGISTERED AS NAZCO ENTERPRISES INC, TO A DISCRUNTLED EMPLOYEE NAMED STACY JAMISON.

NO PERMISSION OR AUTHORIZATION IN WRITING, VERBAL OR OTHERWISE WAS GIVEN TO SBC.

SBC REFUSES TO CORRECT MISTAKES.
LOSSES DURING 4TH OF JULY WEEKEND WILL TOTAL \$4000.00. OVERALL LOSSES WILL BE OVER \$100,000.00

Please clearly state what you want the Commission to do in this case:

I WOULD LIKE THE COMMISSION TO HALT THE DISCONNECTION WHICH IS SCHEDULED FOR JULY 26, 2005 UNTIL THE FORMAL COMPLAINT IS HEARD.

Date: JUNE 19, 2005
(Month, day, year)

Complainant's Signature Basim A. Esmail

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, BASIM A ESMAIL, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature) Basim A. Esmail

Subscribed and sworn/affirmed to before me on (month, day, year) 6-23-05

Mona Ansari
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.